

	LOTTE DUTY FREE GUAM, LLC	Initial Issue Date	June 01, 2020
		Revision Date:	March 22, 2021
COVID-19 (Coronavirus) Safety Plan		Revision No.	3
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COVID-19 (Coronavirus) Safety Plan

This plan is based on what is currently known about the coronavirus disease (COVID-19) as provided by the Centers for Disease Control and Prevention (CDC). LDFG will update the plan when CDC and Guam Public Health and Social Services (GPHSS) update their guidance.

Lotte Duty Free Guam's Plan:

1. Work Area Protocol (Sales Floor):
 - Lotte Duty Free Guam (LDFG) displayed signage regarding Safety Guidelines on all areas of work, including restrooms, elevator, lounges, etc.
 - Masks are mandatory for all workers and visitors.
 - Body temperature check at the entrance is mandatory for all workers and visitors.
 - LDFG Management inquires all employees if any member of their staff is at risk of being sick or carrying illness. The managers are to ask these questions:
 - Have you, or anyone in your family, been in contact with a person that has tested positive for COVID-19?
 - Have you, or anyone in your family, been in contact with a person that is in the process of being tested for COVID-19?
 - Have you, or anyone in your immediate family, traveled outside of the USA within the last two (2) weeks?
 - Are you having trouble breathing, have a dry cough, or have flu like symptoms?
 - Per CDC recommendations, if any answer is “yes”, the employee is to be removed from the work area immediately and will not be allowed to return to the jobsite without a doctor’s letter verifying “OK to return to work” status.
 - Employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day be separated from other employees and be sent home immediately. LDFG Management is to send any worker home if there are any observed symptoms of sickness.
 - All meetings – Everyone must wear a mask and keep social distancing.
 - No visitors are permitted to enter Lotte Duty Free Guam’s workplaces, including jobsites, unless fundamental to the execution of the work.
 - All POS (cash registers) have clear acrylic sneeze guards in place to protect the employees and the customers during the transaction.
 - 6 feet Social Distancing floor stickers are placed for all POS.
 - Sales staff are provided with masks, rubber gloves, and face shields to increase their protection against COVID-19 infection.
 - All POS are equipped with FDA approved hand sanitizers and isopropyl alcohol to be used to disinfect the hands, the counters, and other equipment.
 - Food samples will no longer be provided to the customers.
 - All testers for cosmetics and fragrances were removed to stop the touching and smelling of testers by multiple people

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2. Office Protocol:

- LDFG **may** require all non-essential office staff to work remotely as much as possible.
- All non-essential visits by vendors, subcontractors, clients, etc. to the office are highly discouraged.
- All external team meetings previously scheduled at the main office are to be rescheduled as a conference and/or video conference call.
- All large (greater than eight attendees) in person internal meetings are to be rescheduled as a conference and/or video conference call.
- Limit all person to person contact.
- LDFG to display signage regarding Wellness Tips throughout the office, restrooms, breakroom, etc.
- Perform routine environmental cleaning:
 - Routinely clean all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs. Use the cleaning agents that are usually used in these areas and follow the directions on the label.
 - Use disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.
- Follow all CDC protocol.

3. COVID-19 Measures:

- Employees who are well but who have a sick family member at home and/or have been in close contact with a person with COVID-19 must stay home and notify their supervisor and refer to CDC guidance for how to conduct a risk assessment of their potential exposure. <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>
- If an employee is confirmed to have COVID-19, LDFG will inform fellow employees of their possible exposure to COVID-19 in the workplace while maintaining confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for how to conduct a risk assessment of their potential exposure. <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>
- If an employee is diagnosed with COVID-19, they must stay home. LDFG will provide paid leave (without affecting PTO) for up to fourteen (14) days, the anticipated quarantine timeframe.
- LDFG will monitor and respond to absenteeism at the workplace. We will implement plans to continue essential business functions if we experience higher than usual absenteeism.
- We will cross-train personnel to perform essential functions so that the workplace is able to operate if key staff members are absent.

4. Travel Protocol:

LDFG advises employees before considering travel to take certain steps:

- Check the CDC's Traveler's Health Notices for the latest guidance and recommendations for each country or region to which you will travel. <https://wwwnc.cdc.gov/travel>

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- Check yourself for symptoms of acute respiratory illness before starting travel and stay home if you are sick. <https://www.cdc.gov/coronavirus/2019-ncov/about/symptoms.html>
- Employees who become sick while traveling or on temporary assignment must notify their supervisor and should promptly call the Guam Public Health and Social Services for advice.
- **LDFG will enforce a mandatory 14-day self-quarantine for all employees upon returning from travel outside of Guam.**
- Inform supervisor prior to scheduling any travel.

5. General Protocol:

LDFG will actively encourage sick employees to stay home:

- If employees or subcontractor employees are exhibiting any of the following symptoms or behavior associated with these symptoms, they will be asked to leave the jobsite and/or office and call (or go to) the doctor:
 - Fever
 - Cough
 - Shortness of breath
- Employees who have symptoms of acute respiratory illness are required to stay home and not come to work until they are free of fever (100.4° F [37.8° C] or greater using an oral thermometer), signs of a fever, and any other symptoms for at least 48 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. Tylenol, cough suppressants). Employees should immediately notify their supervisor and stay home if they are sick.
- LDFG will communicate with our subcontractors and temporary staffing companies about the importance of sick employees staying home and/or going to the doctor.
- Per CDC recommendations, employees who appear to have acute respiratory illness symptoms (i.e. cough, shortness of breath) upon arrival to work or become sick during the day will be separated from other employees and be sent home immediately.
- LDFG will communicate the following to its employees and contractors:
 - Serious respiratory illnesses like influenza, respiratory syncytial virus (RSV), whooping cough, and severe acute respiratory syndrome (SARS) and COVID-19 are spread by:
 - Coughing or sneezing
 - Unclean hands: Touching your face after touching contaminated objects and touching objects after contaminating your hands
 - To help stop the spread of germs:
 - Cover your mouth and nose with a tissue when you cough or sneeze.
 - Put your used tissue in a waste basket.
 - If you don't have a tissue, cough or sneeze into your upper sleeve, not your hands.
 - Remember to wash your hands after coughing or sneezing
 - Avoid unnecessary contact with others
 - Use disposal paper tissue and no-touch disposal trash receptacles.
 - Clean hands often with an alcohol-based hand sanitizer that contains at least 60-95% alcohol, or wash hands with soap and water for at least 20 seconds. Soap and water should be used preferentially if hands are visibly dirty.

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- Perform routine environmental cleaning:
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 - Use disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.

Lotte Duty Free Guam, LLC is committed to the safety of its employees, vendors, subcontractors, clients, and the general public. The above action plan is consistent with the CDC's Interim Guidance which can be found at <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

Thank you for your help in preventing the spread of COVID-19 and all illnesses and your understanding and cooperation. LDFG's leadership is committed to providing the best work environment possible for all staff and jobsites and we will continue to monitor the CDC website for updates. We will make revisions to this policy as updated information is available.

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MANDATORY EMPLOYEE BODY TEMPERATURE CHECK BY G4S AT THE ENTRANCE

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SIGNAGES ALL OVER THE STORE FOR SAFETY REMINDERS

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SNEEZE GUARDS AT ALL POS (CASH REGISTER)

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6 FEET SOCIAL DISTANCING REMINDER FLOOR STICKERS AT ALL POS

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SAFETY AND HEALTH SIGNAGES POSTED INSIDE ELEVATOR

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SAFETY AND HEALTH SIGNAGES POSTED AT THE SINK IN EMPLOYEE LOUNGE